



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF MENDOCINO
CLASSIFICATION SPECIFICATION**



CLASS TITLE	THERAPEUTIC COURT ASSISTANT
CLASS CODE	862226
REPORTS TO:	COURTS SERVICES MANAGER I/II
FLSA STATUS	N

JOB SCOPE AND DISTINGUISHING FEATURES:

This is a single level classification and operates under general direction, performs a variety of moderately difficult clerical functions in support of court operations which include: developing various reports by researching and gathering information, statistics, etc.; setting up files and maintaining same; handling duties of a confidential and/or sensitive nature. A primary focus of this position will be performing a large amount of data entry functions. May perform or serve as backup for other court functions, including: greeting visitors and answering questions; initiating case files and forwarding to appropriate staff members; opening and processing mail; answering the phone and transferring calls; processing citations, judicial decisions, etc., by entering relevant information into computer system and notifying parties; and maintaining filing system by pulling files and re-filing as cases require. This classification will be responsible for the Courtroom Clerk functions for the Therapeutic Courts.

Impact is significant and affects the court's work quality, workflow and customer service levels.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Interacts with a variety of high-level individuals, both internally and within the community to provide information and assist in resolving administrative issues.

Initiates reports by researching pertinent information, entering required information into the computer and confirming accuracy of data.

Courtroom Clerk functions as they related to the Therapeutic Courts

Performs specialized research and statistical work on assigned subjects for staff and management.

Maintains client charts and records by assembling new charts, filing documents, researching information and copying records, enter and retrieve legal information.

Prepares summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions.

Uses spreadsheet software, analyze and study information, prints reports and distributes.

May deal with sensitive and confidential information at the direction of senior level staff and/or the department director.

Sets up files/cases, issues numbers, files information, distributes and/or transfers to staff members and maintains same.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)(Continued)

Answers telephone calls and greets visitors and the general public; provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information; accepts fine payments; sets up court dates; and checks court records. Prepares complex, routine and non-routine reports as requested utilizing a variety of software.

Examines status of cases and notifies appropriate agencies of findings.

Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax

ADDITIONAL JOB FUNCTIONS (NOT CONSIDERED ESSENTIAL)

Assists in reviewing and developing operating procedures.

Others duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
General Office Equipment and printers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

One to two years of progressively responsible related experience performing legal services, developing reports, clerical/administrative support functions; or,

~~Any~~ combination of education, training and experience, which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Typing/keyboarding certificate, less than four years old, showing a minimum of 40 words per minute.

Possession of a California Driver's License or the ability to travel from one court location to another as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Correct English usage (in writing and spoken), including spelling, grammar, punctuation, and vocabulary.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Record keeping, report preparation, filing methods and records management techniques.

Basic accounting processes.

Customer service techniques.

General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Mental and Physical Abilities:

Ability to work rapidly and accurately in a fast paced, high-pressure environment.

Ability to communicate effectively and deal with people of diverse socioeconomic backgrounds and temperaments.

Ability to demonstrate tact and diplomacy.

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to ascend and descend stairs while carrying files, exhibits, documents, case buckets, supplies, equipment, etc.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects; to reach with hands and arms; and speak and hear.

Physical ability to lift light articles, sometimes weighing up to 20 pounds and carrying of objects weighing up to 20 pounds; pushing and/or pulling objects weighing up to 20 pounds. Some duties may require carrying files through hallways and negotiating stairs. Lifting positions may be from the floor to the waist, and/or from the waist to an overhead position.

Working Conditions:

Work is performed in an office and/or courtroom environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.